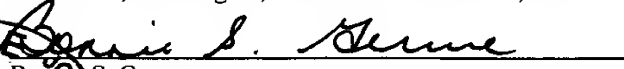
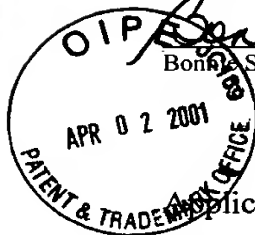


Docket No. 23689-210

**CERTIFICATE OF MAILING**

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on March 29, 2001.

  
Bonnie S. Gerwe



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PATENT

**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

Applicant: Perry G. Vincent :  
Serial No.: 09/750,948 : Group Art Unit:  
Filed: December 28, 2000 : Examiner:  
For: **SYSTEM AND METHOD FOR SUGGESTING INTERACTION  
STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE**

**INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner for Patents  
Washington, DC 20231

Dear Sir:

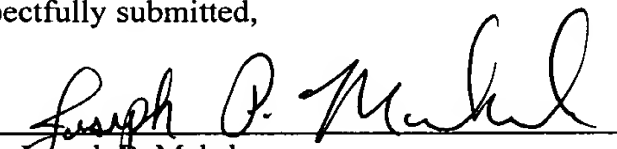
In accordance with 37 C.F.R. §§ 1.97 and 1.98 Applicant herewith submits certain patent references which the Patent & Trademark Office may wish to consider in examining the above-identified application. The references are listed on the attached Form PTO-1449.

Copies of the listed references are also provided. No representation is made or intended that a prior art search has been made or that no better art than that listed is available.

Please charge any fees required, or credit any overpayment, to Deposit Account No. 04-1133.

Respectfully submitted,

By

  
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FORM PTO-1449

ATTY. DOCKET 23689-210

SERIAL NO. 09/750,948

(Customer No. 24256)

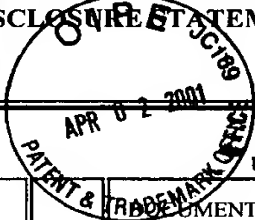
**LIST OF PATENTS AND PUBLICATIONS  
FOR APPLICANT'S INFORMATION  
DISCLOSURE STATEMENT**

APPLICANT Perry G. Vincent

FILING DATE 12/28/00

GROUP To Be Assigned

**FOR: SYSTEM AND METHOD FOR SUGGESTING  
INTERACTION STRATEGIES TO A CUSTOMER SERVICE  
REPRESENTATIVE**



## UNITED STATES LETTERS PATENT

DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
5 5 7 6 9 5 1	Nov. 19, 1996	Lawrence B. Lockwood		
5 5 9 4 7 9 1	Jan. 14, 1997	Aleksander Szlam et al.		
5 6 3 2 0 0 7	May 20, 1997	Michael J. Freeman		
5 8 5 7 1 7 5	Jan. 5, 1999	Larry J. Day et al.		
5 9 6 3 6 3 5	Oct. 5, 1999	Aleksander Szlam et al.		
5 9 6 6 6 9 5	Oct. 12, 1999	Anthony R. Melchione et al.		
5 9 7 4 3 9 6	Oct. 26, 1999	Michael W. Anderson et al.		

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS

OTHER ART (INCLUDING AUTHOR, TITLE, DATE, PERTINENT PAGES, ETC.)


EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

::ODMAWMHODMAICINTI;662581;1